

Substitute Form PTO-1449 (Modified)	U.S. Department of Commerce Patent and Trademark Office	Attorney's Docket No. 03058-004002	Application No. 09/369,391
Information Disclosure Statement by Applicant (Use several sheets if necessary) (37 CFR §1.98(b))		Applicant Daniel H. Abelow	
		Filing Date August 6, 1999	
		Group Art Unit 2761	

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U.S. Patent Documents

Examiner Initial	Desig. ID	Patent Number	Issue Date	Patentee	Class	Subclass	Filing Date If Appropriate
D	AA	4,746,787	May 24, 1988	Suto et al			
D	AB	4,868,376	Sept. 19, 1989	Lessin et al.			
D	AC	4,876,592	Oct. 24, 1989	Von Kohorn			
D	AD	6,131,088	Oct. 10, 2000	Hill			

Foreign Patent Documents or Published Foreign Patent Applications

Examiner Initial	Desig. ID	Document Number	Publication Date	Country or Patent Office	Class	Subclass	Translation	
							Yes	No
	AE	6-195162	1994	Japan				X
	AF	WO 94/03865	Feb. 17, 1994	PCT	duplicate #5			

Other Documents (include Author, Title, Date, and Place of Publication)

Examiner Initial	Desig. ID	Document
D	AG	"America Online Expands Internet Access," Newsbytes News Network, March 21, 1993.
D	AH	Microsoft press Computer Dictionary, Microsoft Press, p. 41, 1994.
D	AI	Behavioral Techniques In Systems Development, MIS Quarterly, Mantel et al., Sep. 1989
D	AJ	Author Unknown, "How to Use Your Computer to Effect Change", Compute V15, No3, PS7(2), Mar. 1993.
D	AK	Ubois, "On-Line Problem Solving", MacWEEK, v.7, N24, P16(2), June 14, 1993.
	AL	LaPlante, "Who Ya Going Call?" InfoWorld, V. 15, No. 21, pp. s83-84+, May 24, 1994.
	AM	Yahoo Information Center, www.yahoo.com , unknown.
	AN	AT&T, MCI to Release New Management Tools ("New Management Tools") Network World, January 17, 1994, p. 19, January 17, 1994.
	AO	Dialog Database IAC Prompt: Direct Dispatch Gives Businesses Software-Based Trouble Management System . . . ("Trouble Management System") PR Newswire, January 24, 1994.
	AP	Kotler, Philip, Marketing Management, analysis, planning and control, Fifth Edition, pages 340-343

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Examiner Signature <i>Thomas A. Ditz</i>	Date Considered
EXAMINER: Initials citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	